

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼

HUMAN RESOURCES ENTERPRISE

DEPUTY DIRECTOR/HUMAN SERVICES

DEFINITION

Provides primary policy-making level, professional management program services for the Department of Human Services which have a major impact on the department; directs through subordinate managers diversified support programs in administrative areas that are subject to significant change in regard to primary goals and objectives; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Supervises and evaluates the work of subordinate staff; effectively recommends personnel actions related to selection, disciplinary procedures, performances, leaves of absence, grievances, work schedules and assignments, and administers personnel and related policies and procedures.

Directs and coordinates diversified and dispersed human and social service activities and programs through subordinate executives and supervisors engaged in human development, youth and family development, elderly services, rehabilitative services, child care, child welfare and community services, and child and dependent adult protection services and programs.

Represents the department director to other governmental agencies and public interest groups.

Collaborates with organizational unit and division heads on operational issues, which influence management and organization of the agency, and serves as a key resource person in evaluating and recommending solutions to problems.

Develops new and revises existing policies and defines departmental and divisional goals and objectives including those at department operated State institutions, Service Areas and associated operating offices related to child welfare and protection, economic assistance, child support recovery, field offices, targeted case management, and refugee services.

Guides staff members in establishing appropriate priorities; periodically evaluates divisional performance in relation to goals and objectives.

Reviews, modifies, or rejects changes in functions, structure, position design, staffing levels, and related actions proposed by subordinate managers; establishes functional work activities and organizational relationships deemed desirable to meet specific goals and objectives.

Develops internal programs, plans and procedures to ensure that subordinate managers follow through with the provisions of various department- wide programs such as equal employment opportunity, promotion plans, career development, performance appraisals, counseling and related services to achieve equitable treatment of employees.

Develops and maintains effective working relationships with a broad spectrum of key officials outside of the immediate organization in order to effectively gain necessary executive, legislative and related support for management decisions on program priorities and goals.

Resolves a broad spectrum of general administration and program problems not covered by precedents or established policies.

Provides input in regard to proposals emanating from or outside of the department regarding new or revised legislation, regulations and related changes that have a direct impact over program(s) directed.

Plans, directs, and manages diverse departmental projects encompassing comprehensive information technology enhancements which support improved operational activities, efficiency, and enhanced customer service delivery.

Functions as a change agent for the department and develops effective implementation and communication plans to ensure the smooth statewide transition to redesigned business processes.

COMPETENCIES REQUIRED

Knowledge of the operation of a large-scale and complex human service organization including structure, functions, procedures and applicable regulatory requirements of the department.

Knowledge of the principles, theories, techniques and trends of public administration including financial management, labor relations, data processing and related governmental programs.

Knowledge of source materials and guidelines, which can be used to resolve problems encountered not covered by precedent.

Ability to use advanced professional knowledge of the principles of management and public administration to formulate departmental policy and control departmental activities. Ability to effectively evaluate the impact of alternative possible courses of action, future developments and circumstances of a new or unprecedented nature.

Ability to analyze complex problems, identify solutions and implement plans to solve problems.

Ability to deal effectively with persons representing widely divergent backgrounds, interests and points of view.

Ability to establish program objectives or performance goals and to assess progress toward their achievement.

Ability to coordinate and integrate the work activities of diverse unit managers.

Ability to analyze organizational and operational problems and develop timely and economical solutions.

Ability to evaluate results in achievement of departmental goals and objectives and to redirect efforts and priorities as needed.

Ability to represent the activity both within and outside the organization and to gain support for the agency's program goals.

Ability to embrace challenge and be a catalyst for change; thinking analytically, and demonstrating and promoting competence, courtesy, collaboration, creativity and effective communications.

Ability to attract and mentor a diverse and talented workforce.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Follows policy and cooperates with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from an accredited four year college or university with a degree in Public Administration, Social Work, Psychology, Human Services or Business Management and experience equal to eight years of full-time management/executive level work in human services, including child welfare, social work or services, healthcare, hospital or health system administration, or business;

OR

an equivalent combination of experience and education substituting one year of the required experience for

each (30 semester hours or 1 year) of the required education to a maximum of four years;

OR

an equivalent combination of experience and education substituting eighteen semester hours, or equivalent, of graduate level coursework in a management oriented curriculum, e.g., Public or Business Administration for each year of the required experience to a maximum substitution of two years;

OR

an equivalent combination of experience and education substituting twenty-four semester hours, or equivalent, of graduate level coursework in a special program curriculum, e.g., Social Work or data processing for each year of the required experience to a maximum substitution of two years;

OR

employees with current continuous experience in the state executive branch that includes the equivalent of three years of full-time experience as a Public Service Executive 5 or five years of full-time experience as a Public Service Executive 4 or comparable management level shall be considered qualified.

NOTE:

Positions in this class are exempt from the screening and referral requirements of the Iowa Department of Administrative Services – Human Resources Enterprise. Apply directly to the Department of Human Services.

Effective Date: 3/07 CP